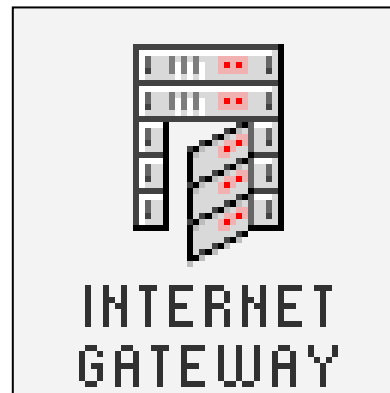


Spam Prevention Solution Information Sheet

Overview

The Town of Enfield IT Department has implemented a set of tools to reduce spam and make it less of a risk to the Town network. Spam is unsolicited commercial e-mail and it has become an enormous problem for most organizations. The spam prevention solution provides a business continuity function for the IT Department.

A spam filter was installed at the internet message gateway - each incoming email is analyzed by the spam filter. Messages that are detected as spam are either marked for separate handling or deleted. The spam filter rules are kept current via a nightly download from the software manufacturer.



To make sure that legitimate e-mail is not blocked, an additional tool was installed on each user's mailbox which uses a separate spam folder for suspicious e-mail marked by the gateway spam filter. Users can review the e-mail in this special folder and create and manage their own approved senders list. Future e-mail from an "approved sender" is sent directly to the user's inbox.

Any spam reported to have made it past the spam filter system is reviewed by the IT Department – the e-mail address of the sender, or entire mail domains, can be blocked at the gateway preventing future spam e-mails from the sender(s).

Highlights

- Reduced spam flowing into user's mailboxes
- User's can manage questionable emails and create custom "Approved Senders" lists
- Email addresses or domains of suspected spammers can be permanently blocked

Interaction with Other Systems

- The spam filter works in conjunction with the Town's email client
- The end user approval tool integrates into the Town's email client

Project Details

- Project # 05-6708
- Install Date: Summer 2005